

Washington State Health Care Authority

JULY 2015

NEWS UPDATES

CONTINUING EDUCATION OPPORTUNITIES:

[Infection Control and Industrial
Safety for Medical Interpreters.](#)

[NOTIS – Northwest Translators &
Interpreters Society Resources](#)

[2015-2017 Language Access Providers -
WFSE CBA](#)

External links to other Internet sites and course announcements should not be construed as a Health Care Authority endorsement of the views, course content, or privacy policies contained therein. Prices may vary.

WHAT'S NEW

The Governor of Washington, Jay Inslee, has signed the 2015-2017 Operating budget for the State of Washington.

For more information on the budget visit

BUDGET UPDATE FOR PROVIDERS

As recipients of federal funds, medical providers are required to assure language access services to Limited English Proficient (LEP) clients.

With the signing of the 2015-2017 budget, HCA continues to supplement interpreter services for Medicaid clients receiving covered health care services at the request of authorized medical providers.

BUDGET UPDATE FOR INTERPRETERS

From AFSCME WFSE Local 1671 – Interpreters United notification. This is a summary of highlights from the 2015-2017 Interpreters CBA. To obtain a copy of the complete agreement, visit the [OFM website](#).

ECONOMIC CHANGES

- Increases hourly pay to \$37.10 per hour for jobs contracted through the State's coordinating entity (except CSO block time and new "Facility" appointments). This is up from our current rate of \$32.50. Another increase takes effect starting July 1, 2016 bringing hourly pay to \$38 per hour.
- Increases pay to \$.60/min for remote jobs, up from \$.54/min.
- Late cancellations (within 24 hours, including those due to mistakes by schedulers or patients) and no-shows will all be paid for half the requested time or 30 minutes, whichever is greater. This brings late cancellation pay up to the same level as the no-show pay we currently have. This protects us from the current problem of a cancellation 5 minutes before start time paying less than a no-show.
- Protects us from underpayments by clearly defining social service block time jobs as only those at DSHS CSOs, and changes "consecutive appointments" to "family member" appointments, which can only be scheduled for LEP clients within the same family.

- Creates new “Facility Appointment Pilot Project” for two years so that medical facilities needing an interpreter for a number of patients can schedule a medical interpreter for a 2-hour or longer block of time, rather than per patient. Facility appointments are guaranteed pay for the full block of time requested, at \$34.60/hour, regardless of how many LEP clients are served. The goal is to reduce the impact of no-shows, cancellations, and unpaid travel time on an interpreter.
- Clarifies and protects our pay in instances when a job is a late cancellation and we accept another state job that overlaps with the original job.

RIGHTS AT WORK

- Protects our payment timeline by requiring coordinating entity to contact the requestor within a specified number of days when a requester fails to check us out or when we dispute the times they entered. Adds ability for us to request providers sign a paper voucher we can use as a backup in disputes.
- Gives interpreters a voice in our certification for the first time by creating an Interpreter Advisory Group
- Creates a committee tasked with reducing the number of no-shows and cancellations.
- Makes permanent the agreement on handling overpayments to interpreters, ensuring a fair process.
- Protects our rights to grieve when we choose to utilize the coordinating entity’s ‘dispute process’.
- Expands our right to communicate with DSHS employees on how to work with interpreters (currently we only have this right for medical requestors).
- Ensures our paychecks clearly note what deductions the state’s coordinating entity is making.
- Continues our permanent committee to work on creating and maintaining a stable pool of professional interpreters. This committee can make recommendations on issues like appointment distribution.

MILEAGE

HCA and Washington Federation of State employees Interpreters United met in Mid-2014 to discuss the 2015 - 2017 Collective Bargaining Agreement. At that time, the issue of Mileage was presented. Upon review it was determined that less than a third of appointments claim mileage for travel. The Federation bargaining team proposed a new hourly rate that was perceived to benefit more interpreters in exchange of a reimbursement. The Federation shared the following with their membership:

"One part of how our Bargaining Team was able to negotiate such a huge increase in our hourly pay is that they agreed to the State's proposal to no longer reimburse for any mileage as of July 1. The Team learned during bargaining that mileage was only reimbursed for 1/3 of all jobs. Based on the surveys of our members, the Team chose to push for a higher hourly pay for all members, instead of a reimbursement that only a few get. Although the mileage reimbursement is going away, the overall union contract is one that will seriously improve wages and working conditions for more of our members."

SAFETY FIRST

When visiting Western State Hospital (WSH), interpreters were notified of safety guidelines to use. It is important for the safety of the interpreter, client and requestor that these guidelines are followed and you understand your rights to safety.

- Always bring ID
- Always check in at main station, staff will contact the requesting provider to retrieve you
- Keep your cell phone close at hand, do not loan to any client and do not use while with patient

- In the Forensic Unit at WSH, security is responsible to check interpreter in/out and all items must be place in a secured locker
- No contraband allowed, such as; pocket knives, sharp objects, any metal items
 - If using a pencil to take notes, it must remain in your possession at all times
- Never allow staff to leave you unattended with a client
- If you are unsure of a situation inform the requestor or nearest staff member
- Incidents that arise should be reported to CTS LanguageLink

EXPECTATIONS AS THE INTERPRETER

- *SIGN AND COMPLY WITH THE [INTERPRETER CODE OF ETHICS](#) FOR SPOKEN LANGUAGE INTERPRETERS*
- *PRESENT AT APPOINTMENTS, UPON REQUEST FROM PROVIDER OR LEP CLIENT, PICTURE IDENTIFICATION AND DSHS CERTIFICATE OR AUTHORIZATION LETTER*
- *ADHERE TO THE [RID-NAD PROFESSIONAL CODE OF CONDUCT](#) FOR SIGN-LANGUAGE INTERPRETERS*
- *ADHERE TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ([HIPAA](#)) REQUIREMENTS*
- *HAVE A VALID [WASHINGTON STATE UNIFIED BUSINESS IDENTIFIER \(UBI\)](#) NUMBER OR TAX REGISTRATION NUMBER*

TRAINING FOR INTERPRETERS AND PROVIDERS

For provider training, submit your request along with contact information to CTS either by email or by phone. A member from the CTS LanguageLink Quality Assurance team will schedule training for you and your staff.

National Standards on Culturally and Linguistically Appropriate Services (CLAS)	https://www.thinkculturalhealth.hhs.gov/
WA Department of Social and Health Services Language Interpreter and Translator Code of Professional Conduct	https://www.dshs.wa.gov/fsa/language-testing-and-certification-program
Limited English Proficiency (LEP) Federal Interagency	http://www.lep.gov/
CTS LanguageLink Provider Frequently Asked Question	http://hca.ctslanguagelink.com/landing-page/providers/existing-providers/provider-faqs/
Collective Bargaining Agreement	http://www.ofm.wa.gov/labor/agreements/15-17/default.asp